



**Fifth Third Direct Support Guide for Government Agencies**  
(Web Based Express Version)

Ver. 5 April 2010

**Table of Contents**

Page 3. Contacts, Glossary, Training

Page 4. Daily Procedures

Page 5. Searching for Past Report

Page 9. Printing Reports

Page 12. Merchant Summary

Page 18. Account Review Search

Page 27. Partial Account Number Lookup

**Contacts:**

General Questions – US Government Agency Support 1-866-914-0558  
Fifth Third Direct Questions – 1-866-914-0558  
Terminal Downloads and Troubleshooting - 1-866-914-0558

Chargeback Questions – Barbara Hervey 513-358-4437  
Chargeback Fax Number – 513-358-3450

Escalations can be made to your Account Manager- Kimberly Hubbard 513-358-0492

**Glossary:**

**Chain** - The chain number is a six digit identifier starting with 0. This chain code will allow Fifth Third to identify your agency.

**Division** – The division number identifies where the funding will go. Each division under a chain will mean 1 CASHlink entry.

**Merchant number** – Identifies the location within the agency.

**Training for Fifth Third Direct web based Express version :**

Please remember Fifth Third Direct training is still available every Tuesday from 2:00 - 3:00 pm eastern.

Web Conference: <https://www.livemeeting.com/cc/fifththird/join>

Web Conference Meeting ID: MZGRW3

Web Conference Entry Code: f/Nx~9xTp

Telephone Conference: 1-877-534-8500

Telephone Conference Passcode: 2079884

**First Time Users:**

To save time before the meeting, [check your system](#) to make sure it is ready to use Microsoft Office Live Meeting. Go to <http://go.microsoft.com/fwlink/?LinkId=90703>.

## Fifth Third Direct Procedures and Reports

### Reports:

MD-082- Rejected Transaction Report  
MD-410- Chargeback, Adjustments and Rejects that will hit your account that day  
MD-413- Chargeback Prenotification  
MD-414- Draft Retrievals Notification  
MD-900- Chargeback Prenotification  
MD-901- Bankcard Advice of Chargeback (CB)  
**MD-479- CA\$Hlink II Reconciliation Summary - daily voucher summary**  
**MD-493 – CA\$Hlink II Reconciliation Summary – daily voucher summary including voucher number**  
MM-303- Monthly Statement  
MM-418 Monthly Intra-governmental Fee Summary  
MM-428 Monthly Intra-governmental Transaction Summary  
BIMERFIN – Services Invoice  
BIMERFEE – Monthly Detail Fee Summary

1. Log on to <http://direct.53.com>
2. Enter your user ID and password

After the logon process is complete, you will be presented with the main screen. Near the top of the screen is a bar running horizontally across the page. This is called the main menu and contains the top level functions that are available to you within the Fifth Third Direct application. An example of the menu menu is shown below.

Example main menu



3. Go to the “Reports and Statements” Tab
4. You will see a list of report for the current date. You can click on any report to view it.

**ALL AGENCIES SHOULD REVIEW THEIR MD-479 or MD-493 REPORT DAILY TO ENSURE CORRECT FUNDING.**

Below is an example of the MD-479

MD-479

SUMMARY OF CASHLINK FILE DATA BY CHAIN/DIV/MERCHANT

05:00 THURSDAY, MAY 31, 2007

1

----- CHAIN=012345 DIV=001 -----

MERCH	EMD_CR	EMD_DB	CB_CR	CB_DB	ADJ_CR	ADJ_DB	EFT_CR	EFT_DB	EFT_CRADJ	EFT_DBADJ	CREDIT	DEBIT
4445000212122	27947.47	0.00	0.00	0.00	0.00	0.00	15634.30	0.00	0.00	0.00	43581.77	0.00
4445000454545	709.80	0.00	0.00	0.00	0.00	0.00	395.24	0.00	0.00	0.00	1105.04	0.00
4445000787878	8911.95	0.00	0.00	0.00	0.00	0.00	18802.45	0.00	0.00	0.00	27714.40	0.00
4445000898988	2440.70	0.00	0.00	0.00	0.00	0.00	1819.80	0.00	0.00	0.00	4260.50	0.00
	40009.92	0.00	0.00	0.00	0.00	0.00	36651.79	0.00	0.00	0.00	76661.71	0.00

----- CHAIN=012345 DIV=002 -----

MERCH	EMD_CR	EMD_DB	CB_CR	CB_DB	ADJ_CR	ADJ_DB	EFT_CR	EFT_DB	EFT_CRADJ	EFT_DBADJ	CREDIT	DEBIT
4445000985632	26792.28	0.00	0.00	0.00	0.00	0.00	32926.36	0.00	0.00	0.00	59718.64	0.00
4445000369852	67132.95	0.00	0.00	0.00	0.00	0.00	39181.35	0.00	0.00	0.00	106314.30	0.00
	93925.23	0.00	0.00	0.00	0.00	0.00	72107.71	0.00	0.00	0.00	166032.94	0.00

Below is the key to column headers in the MD-479 report.

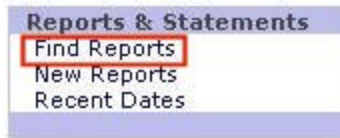
#### Existing Fields defined:

- 1 – MERCH = Fifth Third merchant number.
- 2 – EMD\_CR = Credit card credit amount, sales.
- 3 – EMD\_DB = Credit card debit amount, returns.
- 4 – CB\_CR = Credit card chargeback credit amount.
- 5 – CB\_DB = Credit card chargeback debit amount.
- 6 – ADJ\_CR = Credit Card Misc adjustment credit amount.
- 7 – ADJ\_DB = Credit Card Misc adjustment debit amount.
- 8 – EFT\_CR = PIN Debit credit amount.
- 9 – EFT\_DB = PIN Debit debit amount.
- 10 – CRADJ = PIN Debit Chargeback/Adjustment credit amount.
- 11 – CBADJ = PIN Debit Chargeback/Adjustment debit amount.
- 12 – Total Credit amount (credit cards and debit cards).
- 13 – Total Debit amount (credit cards and debit cards).

#### Searching for past reports

If you would like to view past reports that are more than 15 days old, you must use the Find Reports search utility. You may also use the search utility to find reports that are of a specific type. To access the search, select the Find Reports option, as indicated below.

Figure 4.4.1 - Find Reports option



This will bring up a window allowing you to enter the search criteria, as shown in the example below.

Figure 4.4.2 - Past reports search

A screenshot of a search window titled "Find Reports". The window has a light green header. Below the header, there are three input fields with labels: "Include reports from after this date.", "Include reports from before this date.", and "Include reports of these types.". Each date field has a placeholder "(MM/DD/YYYY)". The third field is open, showing a list of report types: "Bankcard Chargeback Prenotification", "Monthly Services Invoice", "Monthly Statement", and "PAPERCHRGBK". The "PAPERCHRGBK" option is highlighted with a blue background. At the bottom of the window is a "Search" button.

To perform a search, follow these steps.

- Enter a starting date for the search in the first field. The format of the date should be MM/DD/YYYY, i.e. 12/31/2000 for December 31, 2000. If you do not wish to specify a starting date, you may leave the field blank.
- Enter an ending date for the search in the second field. The format of the date should be MM/DD/YYYY, i.e. 12/31/2000 for December 31, 2000. If you do not wish to specify an ending date, you may leave the field blank.
- Select from the list the reports types that you would like the search to find. You may select as many report types as you like, but you must select at least one.
- Click the "Search" button to begin the search.

After the search completes, a new window with the results will be displayed, as shown in the following example.

Figure 4.4.3 - Past reports search results

Past Reports		
Report Name	Report Code	Report Date
Bankcard Chargeback Prenotification	MD-900	Friday December 31, 2010
Monthly Services Invoice	BLSTMTS000	Friday December 31, 2010

To view a report from the search results, simply click on it. You may also sort the reports shown in this window by clicking on one of the column headings. The list will be resorted according to the column that you clicked on. The column headings are at the top of the window and in bold. If the list is already sorted according to a specific column, you will not be able to click on that column.

### Viewing past reports

Even after a report no longer appears in your list of new reports, it may still be accessible by using the Past Reports window. Using this window you may view any report that you have received during the past 60 days.

Figure 4.3.1 - Past reports window

Recent Dates
• Wednesday January 1, 3000
• Tuesday December 31, 2999
• Monday December 30, 2999
• Sunday December 29, 2999
• Saturday December 28, 2999
• Friday December 27, 2999
• Thursday December 26, 2999
• Wednesday December 25, 2999
• Tuesday December 24, 2999
• Monday December 23, 2999

You can quickly view the reports that were received on any of the last fifteen days by clicking on the desired date in the Past Reports window. This will bring up a list of all of the reports that were received for that day, as seen in the example below.

Figure 4.3.2 - Past reports for a specific day

Past Reports		
Report Name	Report Code	Report Date
Bankcard Chargeback Prenotification	MD-900	Friday December 31, 2010
Monthly Services Invoice	BLSTMTS000	Friday December 31, 2010

To view any of the reports in this window, click on the desired report. You may also sort the reports shown in this window by clicking on one of the column headings. The list will be resorted according to the column that you clicked on. The column headings are at the top of the

window and in bold, as is indicated in the figure below. If the list is already sorted according to a specific column, you will not be able to click on that column.

Figure 4.3.3 - Past reports window column headings

Past Reports		
Report Name	Report Code	Report Date
Bankcard Chargeback Prenotification	MD-900	Friday December 31, 2010
Monthly Services Invoice	BLSTMTS000	Friday December 31, 2010

If you would like to see a more detailed view of the last fifteen days, click on the Recent Dates link, as indicated below.

Figure 4.3.4 -recent dates option

Reports & Statements
Find Reports
New Reports
Recent Dates

This will open a new window allowing you to see how many reports are available for each day. An example is shown below.

Figure 4.3.5 - Expanded past reports window

Recent Dates	
Date	Number Of Reports
Wednesday January 1, 3000	0
Tuesday December 31, 2999	0
Monday December 30, 2999	0
Sunday December 29, 2999	0
Saturday December 28, 2999	0
Friday December 27, 2999	0
Thursday December 26, 2999	0
Wednesday December 25, 2999	0
Tuesday December 24, 2999	0
Monday December 23, 2999	0
Sunday December 22, 2999	0
Saturday December 21, 2999	0
Friday December 20, 2999	0
Thursday December 19, 2999	0
Wednesday December 18, 2999	0

To view the reports that were received for any of the days, click on the desired date.



## Printing reports

If you would like a printed copy of a report that you are viewing, you may use the printing option to print a copy. Follow these steps to print either the current page or the whole report.

- Press the Print Page control if you would like to print the current page, or press the Print Report control if you would like to print the whole report. These controls are located below the report name as is indicated in the figure below.

Figure 4.6.1 - Print controls

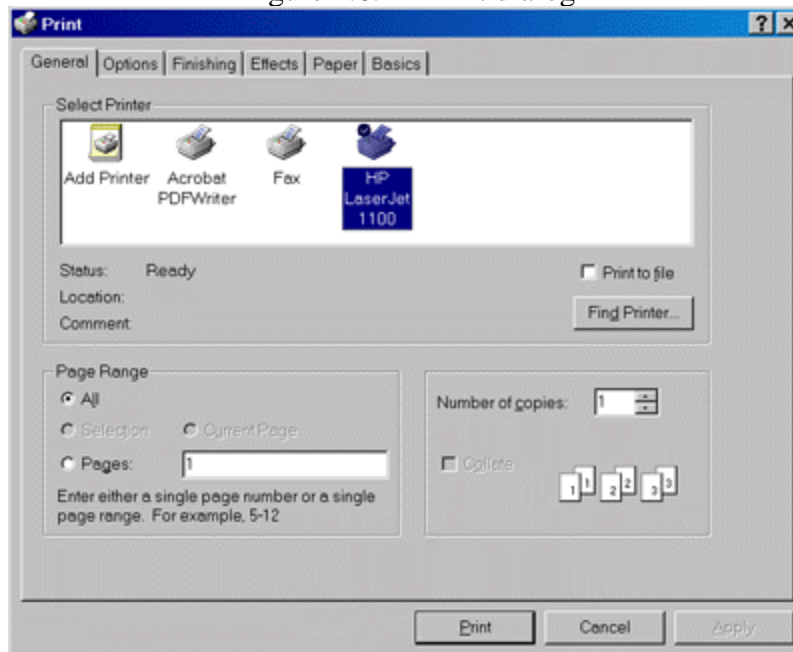


- A new page will load into the browser. The steps from this point on depend upon the browser version you are using. [Internet Explorer 5 and higher](#) or [Internet Explorer 4.X](#).

For Internet Explorer 5 and higher, perform the following steps.

- The standard Internet Explorer print dialog should appear. It may look something like the following figure, but may look completely different, depending on your printer.

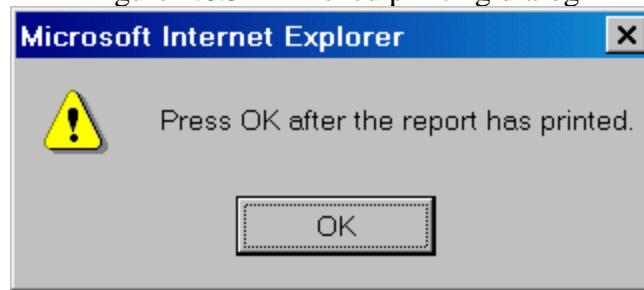
Figure 4.6.2 - Print dialog



- Important: at this point you must set the printer orientation to portrait or landscape, depending upon the report you are printing. Internet Explorer does not automatically detect the orientation of the page and, if you do not set it properly, may cut off a portion of the printout.
- Once you have made sure the orientation is set properly, press the "Print" or "OK" button on the print dialog to print the report.
- After the report has printed, there should be a dialog box like the following. Press the "OK" button

to return to the report page.

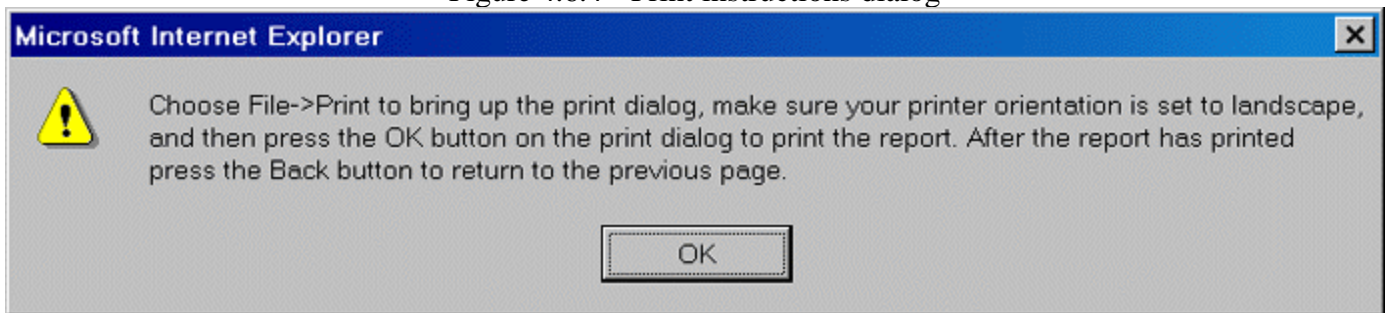
Figure 4.6.3 - Finished printing dialog



For Internet Explorer 4.X, perform the following steps.

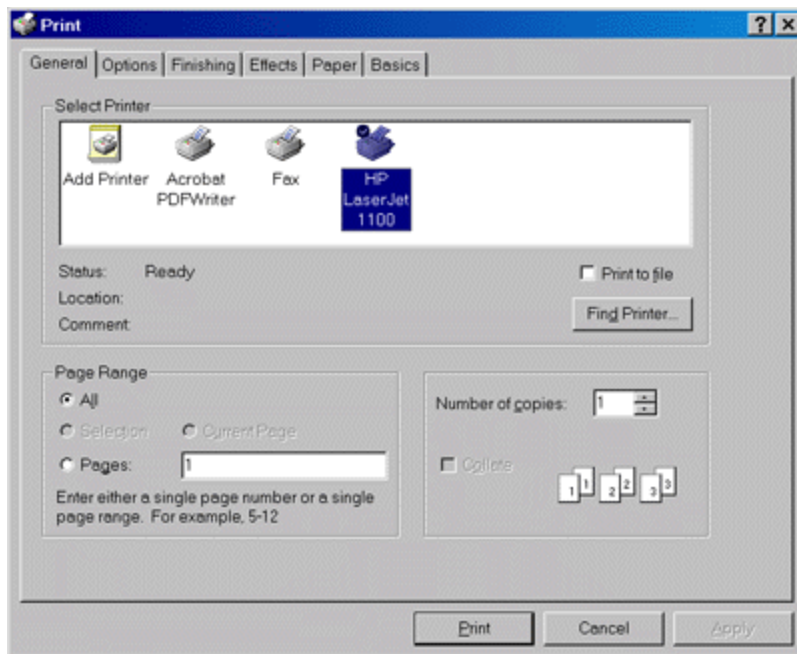
- The following dialog box should appear, informing you of the steps to follow.

Figure 4.6.4 - Print instructions dialog



- After reading the dialog, press the "OK" button.
- From the Internet Explorer menu choose "File" and then "Print".
- The standard Internet Explorer print dialog should appear. It may look something like the following figure, but may look completely different, depending on your printer.

Figure 4.6.2 - Print dialog



- Important: at this point you must set the printer orientation to portrait or landscape, depending upon the report you are printing. Internet Explorer does not automatically detect the orientation of the page and, if you do not set it properly, may cut off a portion of the printout.
- Once you have made sure the orientation is set properly, press the "Print" or "OK" button on the print dialog to print the report.
- After the report has printed, press Internet Explorer's "Back" button to return to the report page.

## Merchant Summary

When you click on the “Merchant Summary” menu option, the following screen will appear. At this point you must:

1. Select your chain code and division (optional) from the drop-down list or enter your merchant number in the appropriate box.
2. Select the desired date range of the report you would like to create.
3. Select the reporting options that you would like to pull from the database into your report, such as Settlements or Authorizations. (Note: the default Reporting option is set to “All”, but reports will run faster if you deselect unwanted options.)
4. To initiate the report, click the “search” button at the bottom.

The screenshot shows a web browser window titled "Fifth Third Direct - Microsoft Internet Explorer". The address bar shows the URL "http://staging.direct.53.com/express/merchant/reports/setChainForm/selection". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains buttons for Back, Forward, Stop, Home, Search, Favorites, Media, and a Go button. The main content area is titled "Merchant Summary Report Search Criteria". It contains a search form with the following sections:

- Search by chain, division.**
  - Chain Code: A dropdown menu showing "0002204".
  - Division: A dropdown menu showing "ALL".
- OR search by merchant.**
  - Merchant Number: A text input field.
- Date Range:** A dropdown menu showing "Last 90 days".
- From Date:** A date picker showing "04/15/2005".
- To Date:** A date picker showing "07/14/2005".
- Reporting options.** A list of checkboxes:
  - ☒ All
  - ☒ Settlement
  - ☒ Settlement Rejects
  - ☒ ACH Deposits
  - ☒ ACH Rejects
  - ☒ Miscellaneous Adjustments
  - ☒ Chargebacks/Retrievals
  - ☒ Discount Fees
  - ☒ Auth Transactions
  - ☒ Month End Fees
  - ☒ Premier Giftcard
  - ☒ Bank Card Rejects

A "Search" button is located at the bottom right of the form.

(Merchant Summary initial Search Criteria screen)

The next screen will display a Merchant Summary Report based upon the Reporting options that you previously selected. This first screen represents a summary of the different reporting items. For example, this screen would show you the total number of Visa transactions that were settled for your location within the time period you searched on.

DRT ARTWORKS (0123456789012345)		Open Date: 3/15/2001	Merchant Summary Report for 6/02/2005 - 6/01/2005
Settlement type: D - DAILY BUNDLED		Close Date: N/A	
Settlements	594		\$ 138,433.82
MASTERCARD	5	\$ 1,212.50	
VISA	5	\$ 1,525.00	
Settlement Rejects	8		\$ 470.31
Miscellaneous Adjustments	12		\$ -3,918.80
Discount Fees			\$ 3,400.00
Month End Fees	71		\$ 3,508.88
ACH Deposits	12		\$ 8,703.13
II - MONTH DISCOUNT	2	\$ -4,840.30	
S - UDSCP	10	\$ 13,551.43	
ACH Rejects	1		\$ 81.35
Auth Transactions	15		\$ 3,888.18
AMEX	5	\$ 1,343.18	
VISA	5	\$ 1,331.00	
MASTERCARD	5	\$ 1,214.00	
Chargebacks / Retrievals	3		\$ 1,277.80
Premier Giftcards	23		\$ 310.50
Activations	5	\$ 308.00	
Purchases/Unloads/Closed	7	\$ -110.50	
Refunds/Reloads	8	\$ 115.00	
Other	3	N/A	

If you wish to view more detailed information (for example to see the detailed Visa transactions that make up the summary record) on any of the items that appear in the report, click on the magnifying glass icon to the left of the item you wish to view more information on.

The “Settlements” detail view will bring up the following Settlement Batches screen.

**Fifth Third Direct**

Transaction Research  
Account Review  
Merchant Summary  
\* returns to main

Tools  
Print this page

Merchant Summary Report  
Help

Report Search  
From: 6/02/2005  
Date: (MM/DD/YYYY)  
To: 8/01/2005  
Date: (MM/DD/YYYY)  
Refresh Report

Report Options  
Column Preferences  
All Rows Go

**DRT ARTWORKS (0123456789012345)**  
Settlement type: D - DAILY BUNDLED  
Open Date: 3/15/2001  
Close Date: N/A  
Settlement Batch for 6/02/2005 - 8/01/2005

Sales Count	Sales Amount	Return Count	Return Amount	Cash Adv Count	Cash Adv Amount
530	154,602.81	84	-18,259.58	8	0.00

Process Date	Batch Number	Batch Type	Sale Count	Sale Amount	Return Count	Return Amount	Cash Advance Count	Cash Advance Amount	Net Count	Net Amount	Chain Code	Store	Division	Merchant
03/12/2003	00001	CREDIT	21	5,390.00	2	-788.00	0	0.00	23	4,602.00	008022	00000010	001	4445808123456
03/23/2003	00001	CREDIT	23	6,227.00	1	-309.00	0	0.00	24	5,918.00	008022	00000010	001	4445808123456
04/11/2003	00001	CREDIT	11	3,148.00	1	-108.00	0	0.00	12	3,040.00	008022	00000010	001	4445808123456
05/01/2003	00001	CREDIT	18	2,922.50	0	0.00	0	0.00	10	2,922.50	008022	00000010	001	4445808123456
03/13/2003	01001	CREDIT	17	4,539.00	3	-678.25	0	0.00	20	3,860.75	008022	00000010	001	4445808123456
04/02/2003	01001	CREDIT	16	4,417.00	1	-309.00	0	0.00	17	4,108.00	008022	00000010	001	4445808123456
04/13/2003	01001	CREDIT	12	4,024.50	0	0.00	0	0.00	12	4,024.50	008022	00000010	001	4445808123456
04/22/2003	01001	CREDIT	7	2,153.00	2	-429.00	0	0.00	9	1,724.00	008022	00000010	001	4445808123456
05/04/2003	02001	CREDIT	8	2,019.00	1	-199.00	0	0.00	9	1,820.00	008022	00000010	001	4445808123456
05/14/2003	02001	CREDIT	14	3,862.50	2	-344.50	0	0.00	16	3,518.00	008022	00000010	001	4445808123456
04/03/2003	02001	CREDIT	11	2,653.00	1	-259.00	0	0.00	12	2,394.00	000156	00000001	005	54440309501234

The bottom left-hand side of the screen contains Reporting options. By clicking on “Column Preferences”, the user can dictate which columns appear in their report.

the user may also select (by clicking) the “Merchant Number” (shown in blue) to bring up the Settlement report for that individual merchant number or location. If more detailed information is desired on any of the individual batches, the magnifying glass icon to the left of the item can be selected in order to access the additional batch information.



**Fifth Third Direct**

Merchant Summary Report for 4/15/2005 - 7/14/2005

Settlement type: WINN-DIXIE #0080 (4445091632114) Open Date: 4/15/2004 Close Date: N/A

Settlements	Count	Amount
VISA	123	\$ 3,195.23
MASTERCARD	38	\$ 1,141.85
DISCOVER	8	\$ 116.23
AMEX	21	\$ 564.50
Settlement Rejects	0	\$ 0.00
Miscellaneous Adjustments	2	\$ 0.00
Discount Fees	0	\$ 0.00
Month End Fees	0	\$ 0.00
ACH Deposits	0	\$ 0.00
ACH Rejects	0	\$ 0.00
Auth Transactions	32	\$ 1,044.96
DISCOVER	8	\$ 199.61
AMEX	24	\$ 845.34
Chargebacks / Retirements	0	\$ 0.00
Prepaid Outflows	0	\$ 0.00
DC Rejects	0	\$ 0.00
Pending	0	\$ 0.00
Released	0	\$ 0.00
Not Paid	0	\$ 0.00
Average Ticket		\$ 26.88

Above: new Merchant Summary screen.

Below: more detail on a particular batch.

**Fifth Third Direct**

Settlement Detail for DRT ARTWORKS (0123456789012345) Open Date: 3/15/2001 Close Date: N/A

Settlement type: 0 - DAILY BUNDLED

Sales Count	Sales Amount	Return Count	Return Amount	Cash Adv Count	Cash Adv Amount
1	3.09	0	0.00	0	0.00

Card Type:

Process Date	Transaction Date	Transaction Type	Card Type	Entry Mode	AVS Response Code	Account Number	Auth Code	Amount	Acquirer Reference Number
07/30/2003	07/29/2003 17:46	SALE	VISA	01 - KEY ENTERED	Y - ADDR ZIPS MATCH	<a href="#">4399993599959995</a>	029905	3.09	9678543210987854321X

From here, if the user selects the blue hyper-link in the “Account Number” column, the Account Review screen for that particular customer card number will appear. (Please access the Account Review section, and select “Help” for more information on the Account Review feature.)

Fifth Third Direct - Microsoft Internet Explorer

Address: http://fifththird.direct.53.com/express/merchant/reports/accountreview/accountReview.action?dateType=N(auth)TransactionType=B(settlement)TransactionType=AuthSettlementSec

**Fifth Third Direct**

Admin Merchant Reports & Statements

ATM & Card Credit Services International Investment Advisers Treasury Management

Transaction Research  
Account Review  
Adjustments  
Authorizations  
Daily Totals  
Merchant Summary  
Merchant History  
Return to main

Tools  
Print this page

Merchant Summary Report  
Help

Report Options  
Column Preferences (Auth)  
Column Preferences (Settlement)  
10 rows/page Go

**Account Review Report for 601100865066646**

Total Auths	Total Settlements	Total Settlement Amount
18	19	248.25

**Authorizations**

Auth Number	Card Type	Transaction Date	Amount	Transaction Code	Response Code	Chain	Store	Division	Merchant	Merchant Name
003241	DISCOVER	08/03/2004 21:26	3.42	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
022769	DISCOVER	08/02/2004 20:49	3.42	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
029679	DISCOVER	08/02/2004 20:14	4.27	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
005479	DISCOVER	08/05/2004 18:54	4.81	P - Purchase	AA - APPROVAL	000294	00000080	001	6000001632414	WYNN-DIXE #0080
013010	DISCOVER	08/13/2004 17:17	4.81	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
026433	DISCOVER	08/06/2004 11:59	4.81	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
012409	DISCOVER	08/12/2004 17:07	7.64	P - Purchase	AA - APPROVAL	000294	00000141	001	4445001632702	WYNN-DIXE #0141
012483	DISCOVER	08/08/2004 20:31	8.55	DC - Reversal	NX - ACK REFUND POST	000294	00000080	001	6000001632414	WYNN-DIXE #0080
025279	DISCOVER	08/05/2004 12:26	9.28	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
029848	DISCOVER	07/29/2004 20:21	9.29	P - Purchase	AA - APPROVAL	000294	00000080	001	6000001632414	WYNN-DIXE #0080

Page 1 of 2

Settled Transactions

Transaction Date	Amount	Transaction Code	Card Type	Process Date	Auth Number	Chain	Store	Division	Merchant
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Account Review Report (may also be accessed separately from Merchant Summary)

Fifth Third Direct - Microsoft Internet Explorer

Address: http://fifththird.direct.53.com/express/merchant/reports/accountreview/accountReview.action?dateType=N(auth)TransactionType=B(settlement)TransactionType=AuthSettlementSec

**Fifth Third Direct**

Admin Merchant Reports & Statements

ATM & Card Credit Services International Investment Advisers Treasury Management

Transaction Research  
Account Review  
Adjustments  
Authorizations  
Daily Totals  
Merchant Summary  
Merchant History  
Return to main

Tools  
Print this page

Merchant Summary Report  
Help

Report Options  
Column Preferences (Auth)  
Column Preferences (Settlement)  
10 rows/page Go

**Account Review Report for 601100865066646**

Total Auths	Total Settlements	Total Settlement Amount
18	19	248.25

**Authorizations**

Auth Number	Card Type	Transaction Date	Amount	Transaction Code	Response Code	Chain	Store	Division	Merchant	Merchant Name
003241	DISCOVER	08/03/2004 21:26	3.42	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
022769	DISCOVER	08/02/2004 20:49	3.42	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
029679	DISCOVER	08/02/2004 20:14	4.27	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
005479	DISCOVER	08/05/2004 18:54	4.81	P - Purchase	AA - APPROVAL	000294	00000080	001	6000001632414	WYNN-DIXE #0080
013010	DISCOVER	08/13/2004 17:17	4.81	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
026433	DISCOVER	08/06/2004 11:59	4.81	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
012409	DISCOVER	08/12/2004 17:07	7.64	P - Purchase	AA - APPROVAL	000294	00000141	001	4445001632702	WYNN-DIXE #0141
012483	DISCOVER	08/08/2004 20:31	8.55	DC - Reversal	NX - ACK REFUND POST	000294	00000080	001	6000001632414	WYNN-DIXE #0080
025279	DISCOVER	08/05/2004 12:26	9.28	P - Purchase	AA - APPROVAL	000294	00000080	001	4445001632414	WYNN-DIXE #0080
029848	DISCOVER	07/29/2004 20:21	9.29	P - Purchase	AA - APPROVAL	000294	00000080	001	6000001632414	WYNN-DIXE #0080

Page 1 of 2

Settled Transactions

Transaction Date	Amount	Transaction Code	Card Type	Process Date	Auth Number	Chain	Store	Division	Merchant
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if we selected the magnifying glass icon again (instead of the Account Number) on the previous screen we would be at our most detailed screen (the 3<sup>rd</sup> level of detail).

**Fifth Third Direct**

Transaction Research  
Account Review  
Merchant Summary

Tools:  
[Print this page](#)

Merchant Summary Report  
Help

Report Options  
Start Virtual Terminal

**FEEDER 5 SUPPLY (0A0373)**  
Settlement type: M - MONTHLY BUNDLED  
Open Date: 3/5/2003  
Close Date: N/A

**Transaction Information**

Transaction Date:	Sun 4/18/2004 16:57	Amount:	\$ 14.70
Process Date:	Mon 4/19/2004	Auth Number:	180093
Account Number:	5000000000000000	Transaction Code:	253 - SALE
Card Type/Network:	MASTERCARD	Chargeback?	NO

**Location Information**

Chain:	008022	Register Number:	0001
Division:		Terminal Number:	81871
Store:	00000010	Batch Number:	00365
Merchant Number:	4445890123456	Sequence Number:	000000
MCC Code:	5995 - PET SHOPS, PET SUPPLIES STORES	Settlement Processor:	
Sales Person:	075600597		

**Interchange/MOTO Information**

Entry Mode:	99 - COMPLETE MAG STRIPE READ	AVS Response Code:	
Level II Indicator:	NO	CVV Response Code:	
Card Product Type:	MPL - PLATINUM MASTERCARD		
Activity Type:			
CVV Value:	- N/A		

Special Indicators

From the “Credit Settlement Detail” screen (above), some users will have the option to “Start Virtual Terminal”. This option is located on the left side of the screen. Please refer to the Virtual Terminal’s “Help” section, for more detail.

This drill down process of Summary and detail review can be repeated for all of the choices on the initial Merchant Summary Report screen.

**Fifth Third Direct**

Transaction Research  
Account Review  
Merchant Summary

Tools:  
[Print this page](#)

Merchant Summary Report  
Help

Report Search:  
From Date: 06/02/2005  
To Date: 06/01/2005  
[Refresh Report](#)

**DRT ARTWORKS (0123456789012345)**  
Settlement type: D - DAILY BUNDLED  
Open Date: 3/15/2001  
Close Date: N/A

**Merchant Summary Report for 6/02/2005 - 6/01/2005**

Settlements	Amount	Balance
MASTERCARD	5	\$ 1,212.50
VISA	5	\$ 1,525.00
Settlement Rejects	8	\$ 478.31
Miscellaneous Adjustments	12	\$ -3,919.60
Discount Fees		\$ 3,455.00
Month End Fees	71	\$ 3,509.00
ACH Deposits	12	\$ 6,703.13
M - MONTH DISCOUNT	2	\$ -4,848.30
S - DISSEP	10	\$ 13,551.43
ACH Rejects	1	\$ 61.35
Auth Transactions	15	\$ 3,805.10
AMEX	5	\$ 1,343.18
VISA	5	\$ 1,331.00
MASTERCARD	5	\$ 1,214.00
Chargebacks / Retrievals	3	\$ 1,277.60
Premier Giftcards	23	\$ 318.50
Activations	5	\$ 386.00
Purchases/Unloads/Closed	7	\$ -110.50
Refunds/Reopens	8	\$ 115.00
Other	3	N/A

## **Account Review Users Guide**

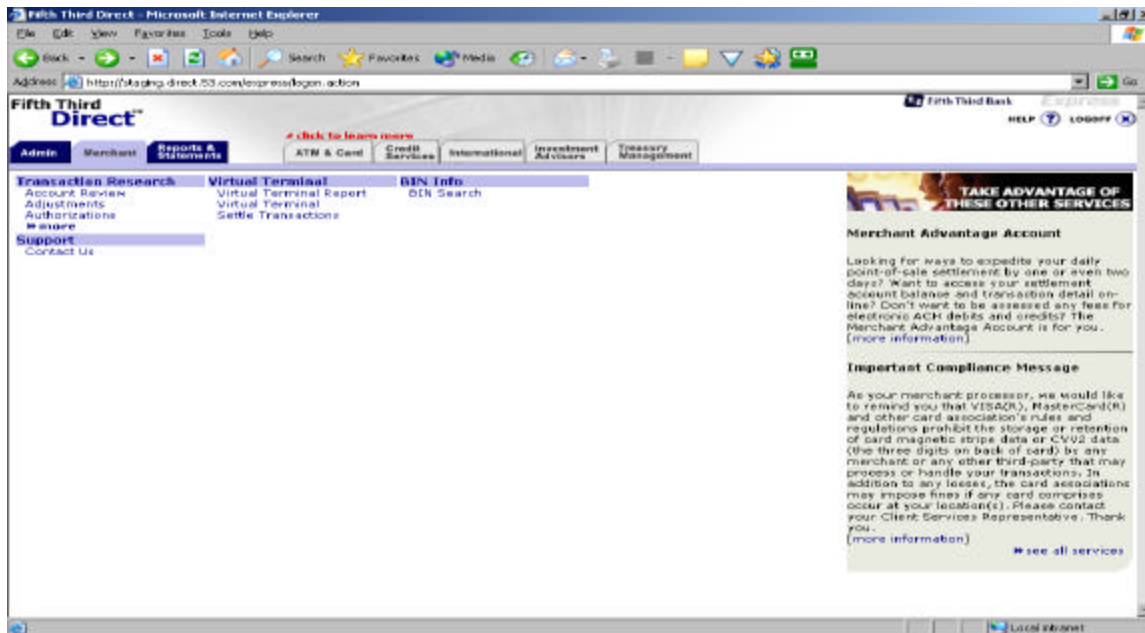
The Account Review function of Fifth Third Direct, allows authorized users the ability to access transaction detail information for a specific cardholder (credit, debit, giftcard, etc.). This feature will mainly be used to resolve customer inquiries about charges made to their account at the merchant's place of business (note: settled transaction data is retained for a period of 18 months, authorized transaction data is retained for a period of 6 months). To view transaction detail for a cardholder, the customer's credit card number must be entered. The search may be narrowed significantly by specifying a starting search date range, and any additional credit card search options desired.

When performing the account review function, all of the customer's transactions at any of the merchant's locations will appear. The Account Review section will display an "Authorizations" and a "Settled Transaction" section. This offers a source of comparison that helps identify if a transaction was authorized more than once, settled more than once or settled but never authorized. This is a helpful tool when troubleshooting customer service issues.

Within each section, information regarding each transaction will be provided, such as: date and time transactions occurred, the merchant's division, register number, and store number at which the individual transactions occurred; the type and amount of the transactions; authorization number obtained for each transaction (if it was approved; not valid for returns or declined transactions). The Account Review feature also allows, exporting data to Excel, printing the transactions, sorting by columns, and customization of which columns will shown or hidden.

### **Getting Started**

Logon to Fifth Third Direct, click on the "Merchant" tab. A submenu will appear labeled "Transaction Research".



Select the Account Review menu option.

Account Review Search Criteria

Enter a chain, division or merchant number. In addition, enter the card number, date range, options and then click the Search button.

Account Number:  (Required)

Search by chain, division.

Chain Number:  (Required if division value is entered)

Division:  ALL (Optional)

OR search by merchant.

Merchant Number:  (Optional)

☐ Process/Business Date ☐ Transaction Date ☒ No Date

Date Range:  Pre-set Date Range

From Date:  (MM/DD/YYYY) ☐ Search by Single Date

To Date:  (MM/DD/YYYY)

Additional credit card search options.

☒ Authorization ☒ Settlement

☒ All Transaction Types ☒ All Transaction Types

☐ Approvals Only ☐ Returns Only

☐ Denials Only ☐ Purchases Only

## Account Review Search Criteria

The Account Review section contains all authorizations and settlements made on a user's credit, debit, or gift card (within your chain). Thus, in order to perform an account review, the merchant must have the customer's Account Number (full card number is required). If the user

has access to the customer's account number, they can perform the account review by following these steps:


- 1) Enter the customer's account number in the box labeled "Account Number".
- 2) Then, the user may specify the chain (to see data from all of their merchant locations) or they may enter a particular store/location. Note: The user may research either all chain codes for which the merchant has access to by selecting "All" or they may research each chain code separately. If the merchant only has one chain code, that chain code will be pre-populated in the chain code box and "All" will not appear as an option in the drop down box. If a particular chain code does not appear, although the user believes that it should, he or she should contact their relationship manager or FTPS Client Services at 1-866-914-0558.


A merchant may also chose to narrow a search by specifying a "Division" in order to only search a sub-set of the chain. This is optional and not all merchants have a division established. However, if the user does enter a division, they must also enter the chain code as well.

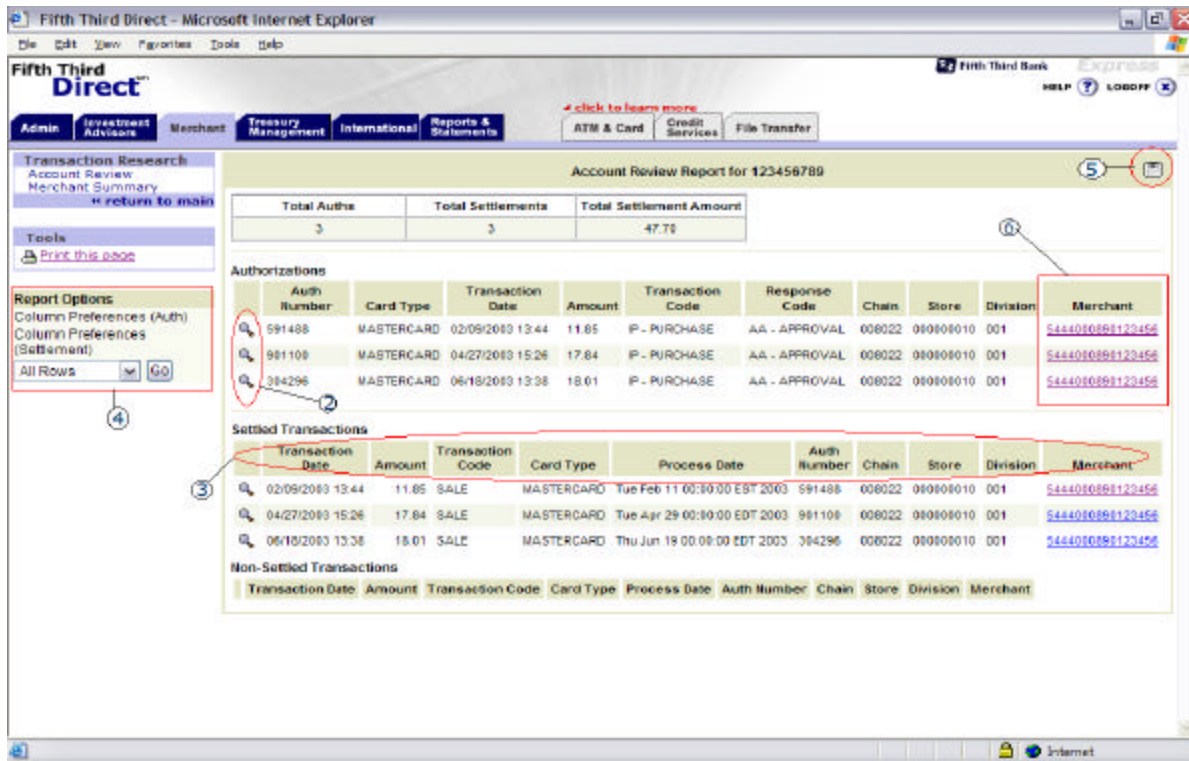
- 3) The user must also establish a "Date Range" for the account review. This date range can be up to 18 months prior and can be set to run by transaction date or process date.
- 4) Additional search options, under the categories of both Authorizations and Settlement can also be selected to minimize the Account Review search. This allows the user to specify, for example, that they want to search only for approvals or only for denials or only for returns. This helps insure that the user receives only the pertinent data they are looking for.
- 5) Once the search criteria are entered, the user must click on the "Search" button in order to perform the account review based upon the information and criterion that they have established on the "Account Review Search Criteria" screen. This will result in the production of an "Account Review Report".

## Account Review Report

The initial report screen shows a large amount of information, and may be used along with several options (see image below);

- 1 Total Authorizations, and/or total Settlements, (depending on which search options were used), and a breakdown of each individual Authorization and/or Settlement, for further research.
- 2 Each individual item (transaction) may be further examined by clicking on the  magnifying glass icon to the left of each row.

- 3 By clicking on any of the **bold** column headings, the user can sort the information from low to high (or vice versa if they click again).
- 4 There is also a “Report Options” section on the left side to show\hide the column headings that list on the page for Authorizations and\or Settlements.
- 5 An option to export the data (if the user ID is setup to perform this function) to Excel or a text file by clicking on the  disk icon that appears in the upper right corner or the screen.
- 6 Selecting a Merchant number will take you into the Merchant Summary Report function.



**Account Review Report for 123456789**

Total Auths	Total Settlements	Total Settlement Amount
3	3	47.70

**Authorizations**

Auth Number	Card Type	Transaction Date	Amount	Transaction Code	Response Code	Chain	Store	Division	Merchant
591488	MASTERCARD	02/09/2003 13:44	11.85	P - PURCHASE	AA - APPROVAL	008022	00000010	001	544408089123456
991108	MASTERCARD	04/27/2003 15:26	17.84	P - PURCHASE	AA - APPROVAL	008022	00000010	001	544408089123456
384296	MASTERCARD	06/18/2003 13:38	18.01	P - PURCHASE	AA - APPROVAL	008022	00000010	001	544408089123456

**Settled Transactions**

Transaction Date	Amount	Transaction Code	Card Type	Process Date	Auth Number	Chain	Store	Division	Merchant
02/09/2003 13:44	11.85	SALE	MASTERCARD	Tue Feb 11 00:00:00 EST 2003	591488	008022	00000010	001	544408089123456
04/27/2003 15:26	17.84	SALE	MASTERCARD	Tue Apr 29 00:00:00 EDT 2003	991108	008022	00000010	001	544408089123456
06/18/2003 13:38	18.01	SALE	MASTERCARD	Thu Jun 19 00:00:00 EDT 2003	384296	008022	00000010	001	544408089123456

**Non-Settled Transactions**

Transaction Date	Amount	Transaction Code	Card Type	Process Date	Auth Number	Chain	Store	Division	Merchant
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File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media

Fifth Third Direct

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Transaction Research Account Review Merchant Summary

Tools

Print this page

Report Options

Start Virtual Terminal

DRT ARTWORKS (0123456789012345)

Settlement type: D - DAILYBUNDLED

Open Date: 3/15/2001

Close Date: N/A

Authorization Detail

Transaction Information

Transaction Date: Thu 7/24/2003 5:52 PM

Amount: \$ 21.00

Account Number: 5999999999999999

Transaction Code: IP - PURCHASE

Card Type/Network: MASTERCARD

Response Code: AA - APPROVAL

Auth Number: 024123

Location Information

Chain: 0T7163

Merchant Number: 4445890123456

Division:

Processor: U - USB

Store: 000001

MCC Code: 5199 - MISC. NONDURABLE GOODS

Interchange/MOTO Information

Record Type:

AVS Response Code: - N/A

Entry Mode: 01 - KEY ENTERED

CVW Response Code: - NOT PROCESSED

CVW Value: - N/A

Special Indicators

above: **Authorization Detail**

screen -- below: **Credit Settlement Detail** Screen

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Tools

Print this page

Report Options

Start Virtual Terminal

FEEDERS SUPPLY (0A0373)

Settlement type: M - MONTHLY BUNDLED

Open Date: 3/6/2003

Close Date: N/A

Credit Settlement Detail

Transaction Information

Transaction Date: Sun 4/18/2004 16:57

Amount: \$ 14.70

Process Date: Mon 4/19/2004

Auth Number: 180093

Account Number: 5999999999999999

Transaction Code: 253 - SALE

Card Type/Network: MASTERCARD

Chargeback?: NO

Location Information

Chain: 008022

Register Number: 0001

Division:

Terminal Number: 81871

Store: 000000010

Bath Number: 00385

Merchant Number: 4445890123456

Sequence Number: 000000

MCC Code: 5995 - PET SHOPS, PET SUPPLIES STORES

Settlement Processor:

Sales Person: 075609597

Interchange/MOTO Information

Entry Mode: 90 - COMPLETE MAG STRIPE READ

AVS Response Code:

Level III Indicator: NO

CVW Response Code:

Card Product Type: MPL - PLATINUM MASTERCARD

Activity Type:

CVW Value: - N/A

Special Indicators

Banknet Ref Number: N/A

Draft Locator: 04088187167

Reference Number: 80444004110802223632955

Mail Phone Indicator: - N/A

Terminal Capability: 2 - MAG STRIPE READ

The Authorization and Settlement Detail screens (above) show what happens when the magnifying glass icon is selected.



## Report Options

The left side of the initial Account Review Report screen (option #4 above) contains, Report Options. The Report Options allow the user to choose a customized viewable report by choosing from either the “Column Preferences (Auth)”, or “Column Preferences (Settlement)” options in order to adjust which columns are displayed on the report.

**Account Review Report for 123456789**

Total Auths	Total Settlements	Total Settlement Amount
3	3	47.70

**Authorizations**

Auth Number	Card Type	Transaction Date	Amount	Transaction Code	Response Code	Chain	Store	Division	Merchant	Merchant Name
591488	MASTERCARD	02/09/2003 13:44	11.85	IP - PURCHASE	AA - APPROVAL	008022	000000010	001	5444000890123456	90 - C
901100	MASTERCARD	04/27/2003 15:26	17.84	IP - PURCHASE	AA - APPROVAL	008022	000000010	001	5444000890123456	90 - C
304296	MASTERCARD	06/18/2003 13:38	18.01	IP - PURCHASE	AA - APPROVAL	008022	000000010	001	5444000890123456	90 - C

**Settled Transactions**

Transaction Date	Amount	Transaction Code	Card Type	Process Date	Auth Number	Chain	Store	Division	Merchant
02/09/2003 13:44	11.85	SALE	MASTERCARD	Tue Feb 11 00:00:00 EST 2003	591488	008022	000000010	001	5444000890123456
04/27/2003 15:26	17.84	SALE	MASTERCARD	Tue Apr 29 00:00:00 EDT 2003	901100	008022	000000010	001	5444000890123456
06/18/2003 13:38	18.01	SALE	MASTERCARD	Thu Jun 19 00:00:00 EDT 2003	304296	008022	000000010	001	5444000890123456

**Non-Settled Transactions**

Transaction Date	Amount	Transaction Code	Card Type	Process Date	Auth Number	Chain	Store	Division	Merchant	Merchant Name
------------------	--------	------------------	-----------	--------------	-------------	-------	-------	----------	----------	---------------

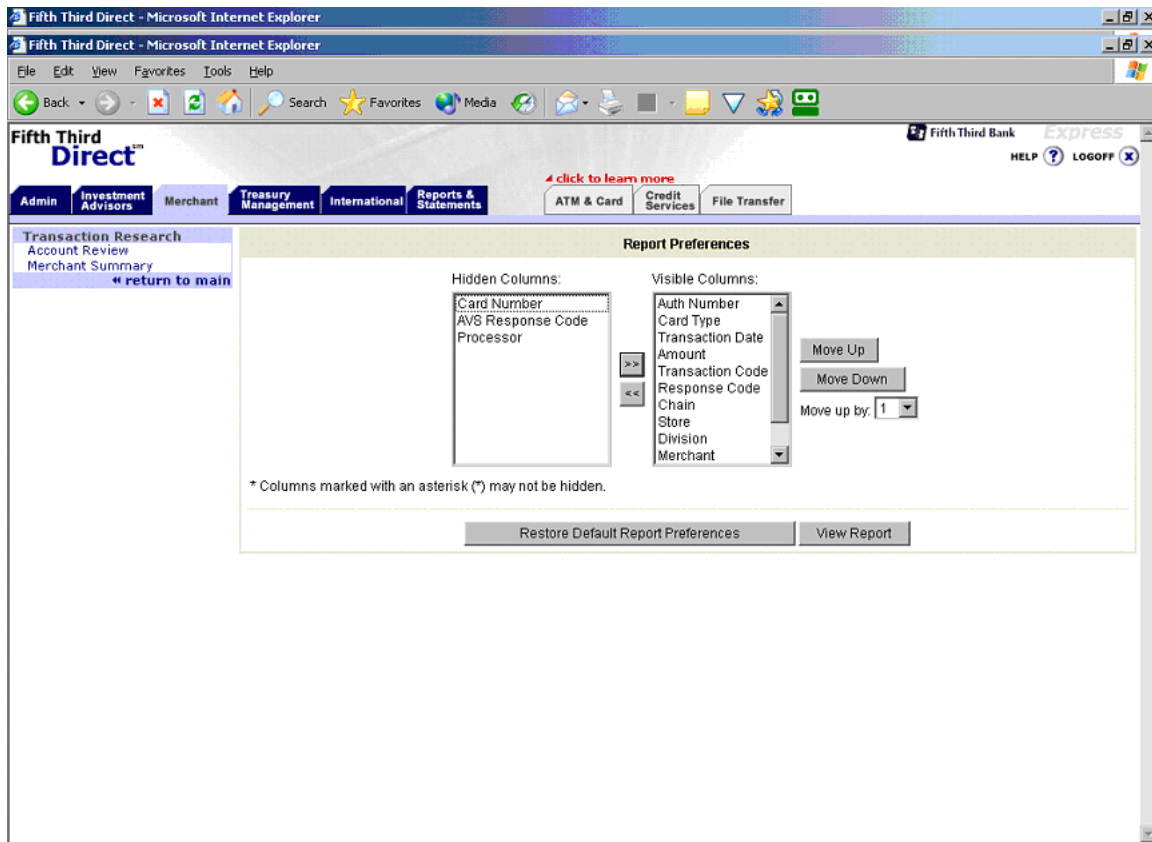
The default options for Authorizations are:

Auth Number, Card Type, Transaction Date, Amount, Transaction Code, Response Code, Chain, Store, Division, Merchant, Merchant Name, and Entry Mode

The user can remove from view any of the above fields or they may also add any of the following:

Card Number, AVS Response, Processor

The user can also select the view order for the columns by highlighting one of the options in the Visible Columns on the left side, and selecting either “move up” or “move down”. Once all of the options are chosen, the user should click on the View Report button to see the information they have requested.



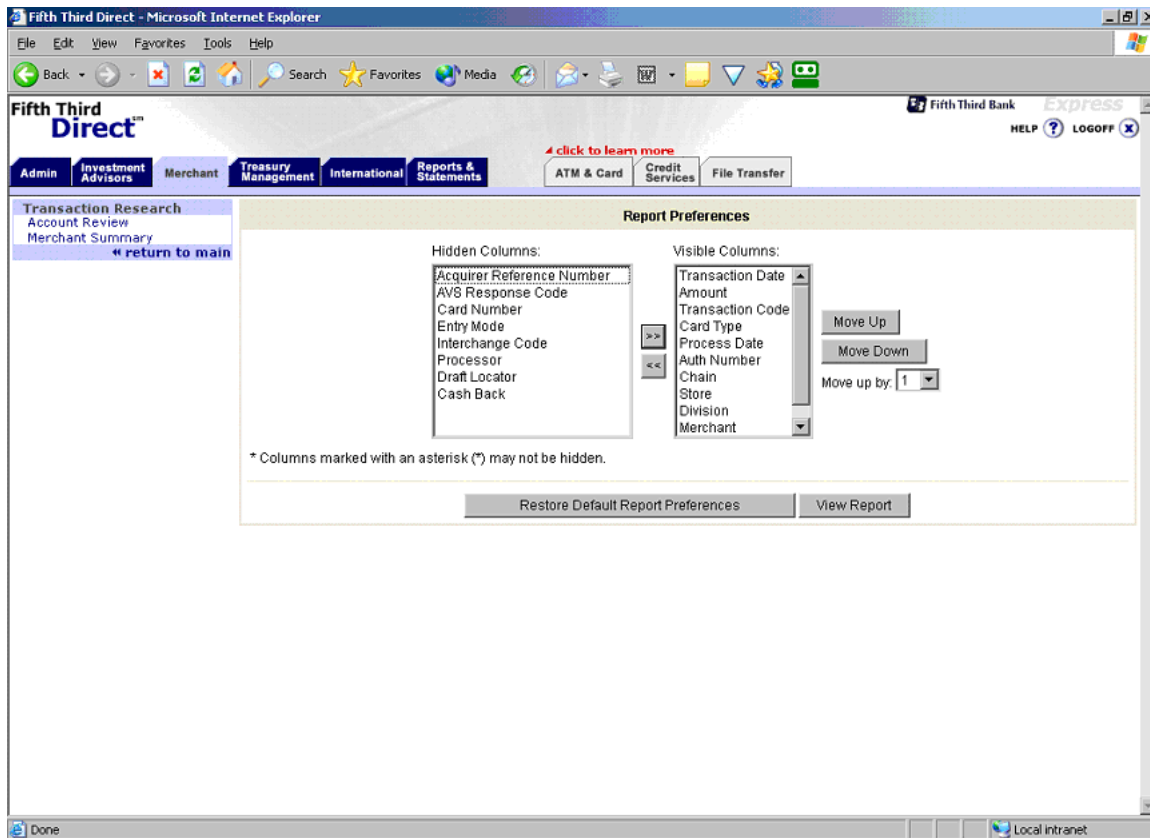
The same process applies to the Settlement section, however the options are different. In the settlement section, the default view will show the following:

Transaction Date, Amount, Transaction Code, Card Type, Process Date, Auth Number, Chain, Store, Division, Merchant, and Merchant Name

The user can remove from view any of the above fields or they may also add any of the following:

Acquirer Reference Number, AVS Response Code, Card Number, Entry Mode, Interchange Code, Processor, Draft Locator, and/or Cash Back




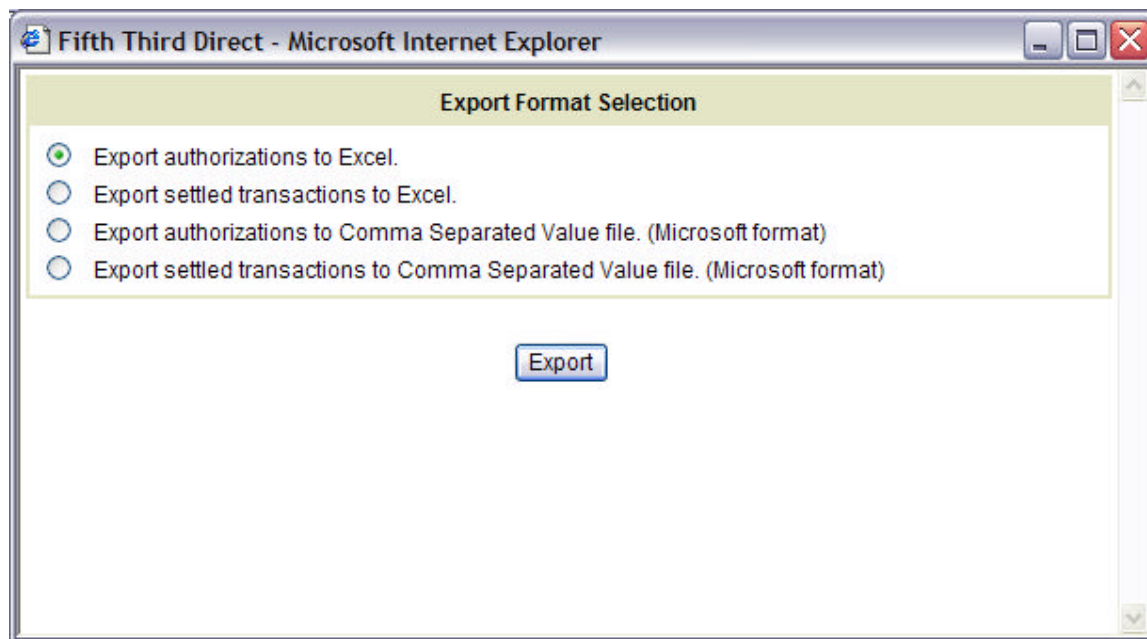


For both of these view options, there is a button that says “Restore Default Report Preferences” and selecting this button will re-set the screen back to the default options for the respective sections.

Below the Column Preferences for Auth and Settlement, there is also option to show a set amount of Rows per page, the default will be to display the maximum 100 rows per page. However, the user may chose to reduce the number of rows per page and can specify that each page only show 10 rows, 20 rows, 30 rows, 50 rows or the maximum of 100 rows (default).

## Exporting Data

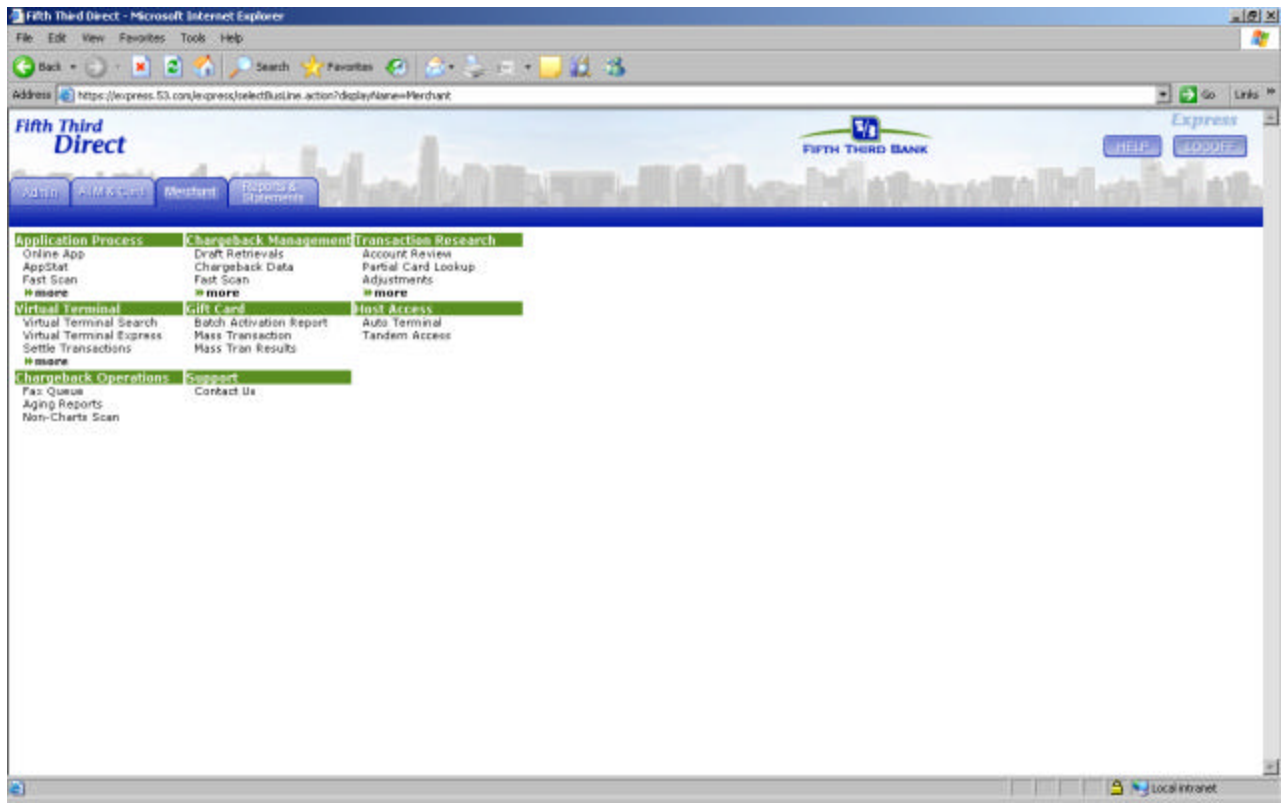
If a user wishes to export data directly from the initial Account Review Report screen to their computer, click on the  disk icon in upper right hand side of the page (option #5 above). The following screen will appear. Note: Some users may not have access to the Export option.



From here the user may either export directly into MS Excel, or in a text document with Comma delimited Values. The text file may then be imported into MS Excel at specific locations (Data\Import External Data\Import Data\navigate to saved .txt file), or into most other database\spreadsheet programs.

## Partial Account Number Search

From the Main Menu screen under Transaction Research, select “Partial Card Lookup”.



The partial card lookup feature will allow user to query for a credit card by only using the chain code, merchant ID, and last 4 digit of the account number.

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File Edit View Favorites Tools Help

Address: https://express.53.com/express/merchant/reports/accountreview/partialAccountSearchOptions.action?submitButton=menu

**Fifth Third Direct** **FIFTH THIRD BANK** **Express** **HELP** **LOGOUT**

**Transaction Research**

- Account Review
- Partial Card Lookup
- Adjustments
- Daily Totals
- Reauthorization
- Merchant Summary
- Merchant History
- BIN Search
- Authorization Review

[return to main](#)

**Partial Account Review Search Criteria**

**NOTE:**  
 Searches executed on data prior to June 1, 2009 require the following search parameters: Last four digits of the card number, merchant number and date range.  
 Searches executed on data after June 1, 2009 require the following search parameters: Last four digits of the card number, chain number and/or merchant number and date range.

Account Number:  (Required)

**Search by chain, division, store**

Chain:

Division:  (Optional)

Store:  (Optional)

Merchant Number:

☒ Process/Business Date ☐ Transaction Date

Date Range:  Pre-set Date Range

From Date:  (MM/DD/YYYY) ☐ Search by Single Date

To Date:  (MM/DD/YYYY)

**Additional card search options.**

<b>Authorization</b>	<b>Settlement</b>
<input checked="" type="checkbox"/> All Card Types	<input checked="" type="checkbox"/> All Card Types
<input type="checkbox"/> Credit & Signature Debit	<input type="checkbox"/> Credit & Signature Debit
<input type="checkbox"/> PIN Debit/EBT/MC	<input type="checkbox"/> PIN Debit/EBT/MC
<input type="checkbox"/> Gift Card	<input type="checkbox"/> Gift Card
<input type="checkbox"/> POS Check/Other Times	<input type="checkbox"/> POS Check/Other Times

Run a search a by entering the last 4 digits of the account number in question. You will need to restrict your search by both merchant ID and a 5 day date range.